

ONE HUNDRED FIFTEENTH CONGRESS  
**Congress of the United States**  
**House of Representatives**

COMMITTEE ON ENERGY AND COMMERCE

2125 RAYBURN HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-6115

Majority (202) 225-2927  
Minority (202) 225-3641

January 31, 2017

Mr. Hinrich J. Woebcken  
President and CEO  
Volkswagen Group of America, Inc.  
2200 Ferdinand Porsche Drive  
Herndon, VA 20171

Dear Mr. Woebcken:

As you are aware, the Committee has been investigating the issue of unlawful emissions from Volkswagen (VW) vehicles, and we are disturbed by recent reports claiming that the company is delaying buying back nearly 400,000 vehicles as part of its October settlement.

Recent reports have indicated that there may be problems with VW's buyback efforts. For example, according to a recent Associated Press account, VW owners have complained "the company isn't delivering on a promise to quickly buy back their vehicles."<sup>1</sup> The article also suggests that some customers are complaining "about multiple requests for paperwork, even after being told their application was complete."<sup>2</sup> Other press accounts also underscore delays and consumer issues with the buyback process.

We are thus requesting that you provide the Committee with a briefing as soon as possible on the status of the buyback program, any issues it may be having, and if problems exist, what efforts VW will take to address them.

Given that consumers who purchased VW vehicles subject to the recall have already endured considerable disruption, including uncertainties related to their vehicles, we are deeply concerned by reported delays in the buyback program, and want assurances from the company that it is taking action to prevent further delays in the future. Consumers were intentionally deceived and misled by VW, and the company now has an obligation to fulfill the promises it made to the people who purchased these vehicles by eliminating any unnecessary red tape.

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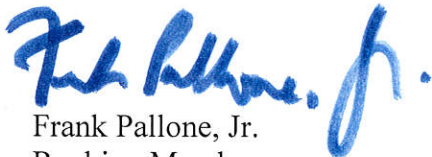
<sup>1</sup> *Slow fix: VW diesel owners complain of buyback delays*, Associated Press (January 26, 2017).

<sup>2</sup> *Id.*

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We would appreciate a response as soon as possible on this matter and would appreciate you contacting the Committee staff at 202-225-3641. Again, your prompt assistance on this matter is appreciated.

Sincerely,



Frank Pallone, Jr.  
Ranking Member  
Committee on Energy and Commerce



Diana DeGette  
Ranking Member  
Subcommittee on Oversight  
and Investigations



Jan Schakowsky  
Ranking Member  
Subcommittee on Digital Commerce  
and Consumer Protection



Paul Tonko  
Ranking Member  
Subcommittee on Environment